

## Customer Interview

# Why EBizCharge's support and onboarding stood out to Jettters Northwest and Seattle Pump

An interview with **Adam Turkington**, Director of Revenue Operations at Jettters Northwest and Seattle Pump



## About the Company

Jettters Northwest manufactures and supplies high-performance hydro-jetting equipment... Seattle Pump and Equipment provides a wide range of pressure washers, hydro-excavation tools, and industrial equipment, offering both sales and service solutions for various industries.

## EBizCharge features used:

EMV Devices

Acumatica Integration

Generate Payment Link

“The personalized attention, reliability, and proactive approach they provide make them an invaluable partner, which is why we'd confidently recommend them to others looking for a seamless payment processing solution.”

## What was your process before you started using EBizCharge?

“Before we started using EBizCharge, we often processed debit and credit card transactions manually. While we had EMV devices, they were buggy, didn't work reliably, and were outdated, lacking modern features like tap-to-pay. **This made our previous system inefficient and prone to issues.**”

## What was the biggest factor that made you choose EBizCharge?

“The biggest factor that made us choose eBizCharge, aside from its wealth of functionality, was Frank's thorough and thoughtful sales approach. **He took the time to truly understand our business, customers, and needs, and then put together a package that exceeded our expectations.** The competitive pricing compared to other providers was also a big plus...”

“[The EbizCharge Team} goes above and beyond to ensure smooth operations, offering prompt assistance, retraining when needed, and flexibility around system updates to minimize disruptions.

-Adam Turkington, Director of Revenue Operations at Jeters Northwest and Seattle Pump

## Tell us a bit about your experience.

“...Courtney and the support team have felt like an extension of our own team, always available to jump on a call whenever an issue arises... Their prompt follow-ups, regular check-ins, and requests for feedback show their commitment to supporting us at every step.”

## What stood out about your training experience?

“They met with different teams at different times, providing our finance team with in-depth training and focusing on processes for our front counter team... This **level of customization and ongoing support has been invaluable for us.**”